

Application Serial No.: 09/773,021

**REMARKS**

Claims 1-9 and 11-20 are pending in the application. Claims 1, 12, and 18-20 are currently amended; claims 4 and 6 were previously presented; claims 2, 3, 5, 7-9, 11, 13-17 remain unchanged from the original versions thereof; and claim 10 is canceled. Claims 1, 12, and 18-20 are the independent claims herein.

No new matter has been added to the application as a result of the amendments submitted herewith. Reconsideration and further examination are respectfully requested.

**Claim Rejections – 35 USC § 102(e)**

Claims 1-3, 5-7, 11-13, 15 and 18-20 were rejected as being anticipated by Weiner, U.S. Patent No. 6,631,184 (hereinafter, Weiner). This rejection is respectfully traversed.

Applicants' independent claims relate to a method (claim 1), an apparatus (claims 18 and 19), and a machine-readable medium (claim 20) that includes receiving a first set of travel information including an itinerary and automatically generating after completion of travel associated with the itinerary a feedback request based on the itinerary and requesting specific feedback regarding the at least one travel service provider. Independent claim 12 relates to a computer-implemented method including generating a feedback request form for each of the plurality of travel service providers associated with the itinerary, requesting specific feedback based on each of the plurality of travel service providers associated with the itinerary; and generating a summary feedback request form requesting general feedback based on the itinerary and each of said plurality of travel service providers associated with said itinerary.

Support for the current amendments may be found in the specification at least at page 20, line 14 – page 21, ln. 5). For example, Applicant discloses therein, "[P]rocessing continues at 706 where customer service controller 102 assembles a feedback request. In one embodiment, this is performed in a scheduled batch process which searches itinerary database 500 (FIG. 5) to determine which itineraries have been

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completed (e.g., by comparing the current date with the travel complete date 508). In one embodiment, feedback requests are assembled a short period (e.g., one or two days) after the scheduled travel complete date 508. The feedback request is assembled for each itinerary meeting the batch requirements, and includes, in one embodiment, a separate feedback form for each service provider who provided travel services to the traveler in the itinerary."

Thus, it is clear that Applicants claim generating a feedback request based on the itinerary of a traveler, and generating a summary feedback request form requesting general feedback based on the itinerary and each of the plurality of scheduled travel service providers associated with the itinerary. That is, the feedback request and the summary feedback request form are generated based on the itinerary.

However, despite the Office Action's characterization of Weiner, it is also clear that Wiener does not disclose or suggest, at least, the claimed generating of a feedback request based on the itinerary, and generating a summary feedback request form requesting general feedback based on the itinerary and each of the plurality of scheduled travel service providers associated with the itinerary.

Applicants submit that it is also significant that the cited and relied upon Wiener is completely silent regarding any disclosure, suggestion, or even mention of an itinerary or schedule for a traveler. Wiener does disclose, "[A] 'community' as used herein is defined as any group of people who are associated by some common factor, or factors, who are users of communication products and services, and who may derive added value from an evaluation service through the use of these telephones in relation to their activities while they are traveling." (See Weiner, col. col. 1, ln. 17-22) However, there is no disclosure or suggestion provided by Weiner of an itinerary associated with the traveler.

Furthermore, there is no disclosure or suggestion of generating a feedback request based on the itinerary, and generating a summary feedback request form requesting general feedback based on the itinerary and each of the plurality of scheduled travel service providers associated with the itinerary, as claimed by Applicant. In fact, Weiner discloses that, "[A] principal embodiment of the invention is the

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integration of feedback searches based on the location of a user and searches which take into account the recommendations of the user's own community. Such searches are, in a preferred embodiment, performed by users of mobile cellular telephones." (emphasis added) (See Weiner, col 4, ln. 15-21) That is, in some embodiments the methods of Weiner may be based on a location of a (mobile) user. The location of the Weiner user is not the same as or suggestive of an itinerary for a traveler.

It is also noted that since the claimed feedback request is generated after completion of travel associated with the itinerary, it is possible with that the traveler will not be at the location of a scheduled service provider associated with the itinerary. This is contrast with the Weiner embodiment including "feedback searches based on the location of a user".

Therefore, Applicants respectfully submit that claims 1, 12, 18-20 are not anticipated by the cited and relied upon Weiner under 35 USC 102(e). It is respectfully submitted that the cited and relied upon Weiner does not disclose or suggest, at least, the claimed generating a feedback request based on the itinerary, and generating a summary feedback request form requesting general feedback based on the itinerary and each of the plurality of scheduled travel service providers associated with the itinerary. Applicant respectfully submits that dependent claims 5-7, 11-13, and 15 are also patentable over the cited and relied upon Weiner for at least the same reasons stated regarding claims 1, 12, 18-20.

Furthermore, Applicants respectfully submit that Weiner does not suggest claims 1, 12, 18-20.

Accordingly, the reconsideration and withdrawal of the rejection of claims 1, 5-7, 11-13, 15, and 18-20 under 35 USC 102(e) are requested, as is the allowance of same.

#### **Claim Rejections – 35 USC § 103(a)**

Claims 4, 8, 9, 14, 16 and 17 were rejected as being unpatentable over Weiner as applied above. This rejection is respectfully traversed.

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The rejection of claims 4, 8, 9, 14, 16, and 17 under 35 USC 103(a) depends on the alleged disclosure of Weiner as applied to claims 1-3, 5-7, 11-13, 15, and 18-20 under 35 USC 102(e). As discussed in detail above, Weiner does not disclose or suggest that for which it is cited and relied upon for disclosing with regard to claims 1-3, 5-7, 11-13, 15, and 18-20. Accordingly, the 35 USC 103(a) rejection of claims 4, 8, 9, 14, 16, and 17 that relies upon the alleged disclosure of Weiner as it relates to claims 1-3, 5-7, 11-13, 15, and 18-20 is fatally flawed and does not render claims 4, 8, 9, 14, 16, and 17 obvious.

Therefore, the reconsideration and withdrawal of the 35 USC 103(a) rejection of claims 4, 8, 9, 14, 16, and 17 are requested, as is the allowance thereof.

### CONCLUSION

Accordingly, Applicants respectfully request allowance of the pending claims. If any issues remain, or if the Examiner has any further suggestions for expediting allowance of the present application, the Examiner is kindly invited to contact the undersigned via telephone at (650) 943-7405.

It is believed no fee is due at this time. However, should the Examiner disagree, he is authorized to charge our Deposit Account No. 19-2179. Please also charge this deposit account, at any time during the pendency of this application, for any additional fees required, or credit any overpayment, pursuant to 37 CFR §1.25.

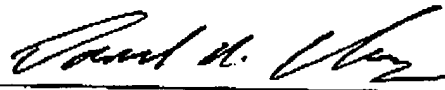
Date:

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